



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

HEALTH CARE AGENCY HOUSEKEEPER
SR. HEALTH CARE AGENCY HOUSEKEEPER

Class No. 007035
Class No. 007036

■ CLASSIFICATION PURPOSE

To maintain the cleanliness of an assigned work area in a healthcare facility; and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

This classification is characterized by the responsibility to independently perform Housekeeping services within assigned area(s) of a hospital and/or other healthcare facility. This classification is distinguished from the Custodian series by its specialization in healthcare facilities with respect to maintenance of sanitation, and infection control standards.

Health Care Agency Housekeeper:

This is the journey-level in this class series. Under general supervision, this position is responsible for performing routine housekeeping duties such as cleaning a small building or a specified area in a large building. This class is distinguished from the next higher class, Sr. Health Care Agency Housekeeper, in that the latter has lead responsibility for the work of a group of housekeepers.

Sr. Health Care Agency Housekeeper:

This is the lead level in this class series. Under general supervision, this position is responsible for the work of a group of housekeepers and is distinguished from supervisory classes in that the Sr. Health Care Agency Housekeeper is a lead worker and does not evaluate employees' performance.

■ FUNCTIONS

The examples of essential functions listed in the class specifications are representative but not necessarily exhaustive or descriptive of any one position in the classes. Management is not precluded from assigning other related functions not listed herein if such functions are a logical assignment for the position.

Health Care Agency Housekeeper:

Essential Functions:

1. Cleans and disinfects patient care areas, bath tubs, showers, restroom fixtures, drinking fountains, clinic/patient care furniture/equipment, windows, doors, and screens, blinds, walls, light fixtures, mirrors, showers and tubs using a variety of cleaning agents and equipment.
2. Collects and transports infectious waste and disposes of waste in locked regulated bins.
3. Cleans isolation rooms and patient bodily fluid spills using infection control techniques.
4. Assists in maintaining a positive physical and psychosocial environment for the patients.
5. Displays a positive and caring attitude toward patients and visitors.
6. Replenishes lavatory supplies and cleaning materials.
7. Cares for and cleans floors by sweeping, mopping, stripping, sealing, waxing, and buffing floor areas.
8. Ensures public safety in work areas by posting notices, roping off areas to passage or other such methods.
9. Vacuums, shampoos, spot cleans and/or deep steam cleans carpets and upholstered furniture; moves furniture incidental to cleaning activities.

10. Dusts, polishes and cleans desks, tables, shelves, cabinets, woodwork and other furniture including metal.
11. Cleans and disinfects ice machines, food preparation equipment and clinical equipment.
12. Collects and disposes of recycled materials, medical waste and/or trash.
13. Empties and cleans waste receptacles.
14. Replaces soiled lines, draperies and cubicle curtains; distributes patient laundry and clean linen.
15. Keeps work station, utility or storage rooms, and equipment clean and in orderly condition.
16. Prepares work activity logs and initiates requests to replenish supplies.
17. Services and makes minor repairs to tools and equipment.
18. Makes hospital beds (Edgemoor facility).
19. Cleans entrance ways and public use areas outside buildings and other such activities.
20. Turns out lights, locks doors, and windows.
21. Arranges rooms for patient activities, auxiliary workers and others.
22. Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.

Sr. Health Care Agency Housekeeper:

Essential Functions:

All the functions listed above and

1. Assigns daily work of other housekeepers on assigned shift in cleaning hospital/healthcare buildings and grounds.
2. Provides guidance and training in the use of equipment, cleaning agents, and housekeeping practices.
3. Insures subordinates comply with job safety factors.
4. Assigns and inspects the work of housekeepers in an assigned area.
5. Makes recommendations to supervisors on work performance of subordinates.
6. Assists with inventory control and ordering of needed supplies.
7. Issues supplies to subordinates.
8. Performs arithmetic calculations.
9. Communicates orally and in writing.
10. Keeps records and time cards.
11. Writes reports.

Non-Essential Functions:

1. Makes minor repairs and adjustments to office equipment, wheel chairs, and furniture.
2. Gives information to the public.

■ **KNOWLEDGE, SKILLS AND ABILITIES**

Knowledge of:

The following apply to both classes:

- General custodial and hospital/healthcare housekeeping techniques.
- Mixing and use of cleaning solutions and agents.

- Medical waste disposal practices and policies.
- Materials, methods, and equipment used in housekeeping and custodial services.
- Hazards, accident prevention, and safety practices for housekeeping and custodial work.
- Working knowledge of cleanliness and sanitary standards required within hospitals and healthcare facilities.

Sr. Health Care Agency Housekeeper (in addition to the above):

- Thorough knowledge of current Joint Commission on Accreditation for Healthcare Organizations and Title 22 cleanliness and sanitary standards as applicable to housekeeping routines, procedures and practices.
- Working knowledge of techniques and practices associated with effective leadership, teamwork and functional supervision.
- Basic principles of training and lead work.
- County customer service objectives and strategies.
- Record keeping.
- Security key systems.

Skills and Abilities to:

The following apply to both classes:

- Use cleaning equipment and tools.
- Operate floor care scrubbing machine with minimal instruction.
- Prepare cleaning materials including the selection of proper tools and cleaning agents.
- Perform basic arithmetic calculations, including percentages, fractions, and quantities.
- Follow verbal and technical written instructions.
- Communicate effectively orally and in writing.
- Establish effective working relationships with management, employees, employee representatives and the public representing diverse cultures and backgrounds.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Keep accurate records.

Sr. Health Care Agency Housekeeper (in addition to the above):

- Train and lead subordinate staff.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are:

Health Care Agency Housekeeper:

At least one (1) year of paid, housekeeping and/or custodial experience in a commercial, institutional, public, hospital, detention, or laboratory facility, at least three (3) months of this experience must have been in a hospital or health care facility. Domestic housekeeping experience is not considered qualifying.

Note: Completion of a Regional Occupational Program (ROP), or equivalent, in Commercial Cleaning is highly desirable, and may substitute for six (6) months of the required experience.

Sr. Health Care Agency Housekeeper:

1. Two (2) years of paid, housekeeping and/or custodial experience as described above; at least one (1) year of this experience must have been in a hospital or health care facility, OR
2. One (1) year of experience as a Health Care Agency Housekeeper in the County of San Diego.

Note: Completion of a Regional Occupational Program (ROP), or equivalent, in Commercial Cleaning is highly desirable at the time of application, and may substitute for six (6) months of the required experience. Please see Certification/Registration section below for Commercial Cleaning requirements.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classifications. Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Constant: walking, standing, and repetitive use of hands. Frequent: kneeling. Occasional: sitting, bending and twisting of neck, bending and twisting of waist, squatting, pushing and pulling with right hand, and reaching above and below shoulder level. Must be able to lift and carry up to 50 lbs., and occasionally 70 lbs.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California Class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own personal vehicle.

Certification/Registration

Sr. Health Care Agency Housekeeper:

Completion of a Regional Occupational Program (ROP), or equivalent, in Commercial Cleaning is required within six (6) months of hire.

Working Conditions

May be subject to driving for pickup and/or delivery of supplies. May be subject to working at heights, constant walking, and working around equipment or machinery, such as blowers, buffers, and vacuums. May be subject to exposure to excessive noise, wetness, dust, fumes, caustic chemicals, decomposing bodies, contagious diseases, and occasionally, violent people. May be subject to working with biohazards such as: blood pathogens, sewage, hospital waste, etc. May be subject to interrupted work schedules in a hospital or health care facility setting. May be subject to working nights, weekends, and holidays due to the operational needs of 24-hour facilities.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in these classes shall serve a probationary period of 6 months (Civil Service Rule 4.2.5).

New: April 28, 2006
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